

August 25th IT Council Meeting

The mission of the Department of Information Technology (DoIT) is to support the strategic business objectives of State agencies; to create and sustain a secure and reliable information technology environment; and to ensure careful and responsible management of the State's information technology resources.

Agenda

- **Welcome - Colonel Dave Routhier**
- **IT Council Meeting Minutes Review and Approval Process - Colonel Dave Routhier**
- **NHFIRST Phase II Update – Mark Fairbank**
- **NH Business One Stop - Theresa Pare-Curtis**
- **Dept. of Safety, Virtual Private Network – Rick Sheldon, Peter Hastings**
- **Dept. of Revenue, Integrated Tax Information System – Rebecca Bolton, Peter Hastings**
- **Governor & Council Digitization - Commissioner Bill Rogers, Theresa Pare-Curtis**
- **IT Strategic Plan Update - Commissioner Bill Rogers, Rebecca Bolton**

Welcome

IT Council Meeting Minutes Review and Approval Process

NHFIRST Update

- The Governor & Executive Council approved the contract for NH FIRST Phase 2 implementation services on August 10th.
- Phase 2 includes systems to be used by all state agencies for business critical functions.
- The State learned many lessons in Phase 1 that will be used to prevent and avoid the pitfalls.
- Preparatory analysis of mandatory requirements and the State's current business processes began last year at DAS and continue as we engage Lawson Professional Services.
- Overall Phase 2 implementation is planned to complete by January 2013.
- The project will pursue the earlier implementation of three specific functions:
 - Employee & Manager Time and Leave Request Functions:
 - Beginning January 2012, an incremental roll-out of automated timekeeping and leave request functions.
 - Access to the new time/leave functions will be staged for selected agencies each month beginning in January 2012 and proceeding through June 2012.
 - Inventory & Fixed Asset Management and Reporting Functions – Date to be determined.
 - Procurement: Strategic Sourcing Functions – Date to be determined.
- Detailed descriptive information on these modules of the ERP system are available on SunSpot, under the NH FIRST ERP section, under the Lawson Standard Manuals section.

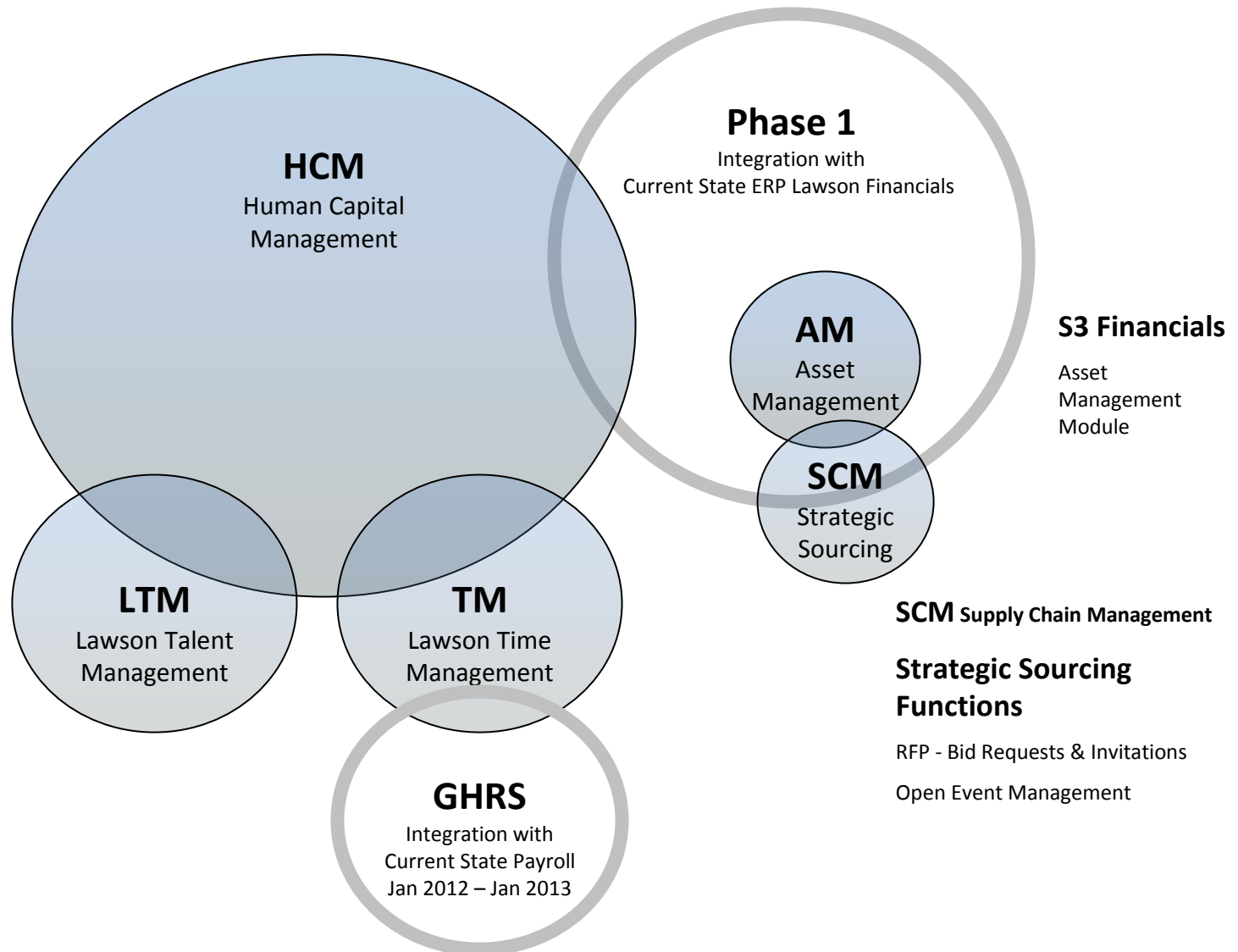
NH FIRST Phase II Systems Integration

HCM Functions

Personnel
Administration
Human Resources
Benefits
Administration
Employee and
Manager Self-Service
Absence Management
(Leave)
Payroll
Garnishment
Processing

LTM Functions

Global Human
Resources
Talent Acquisition





Fundamental Improvements to Revitalize Service & Technology

[illegible]

New Hampshire - Business One Stop Center

August 2011



Discussion Topics

- What is New Hampshire Business One Stop Center?
- Business One Stop Center principles
- Governor Lynch's Vision
- Current Process
- Agency Participation
- Project Phases
- Project Milestones / Schedule / Costs
- Focus on the Customer (Business)
- Q & A



What is Business One Stop Center ?

A One-Stop Center will streamline businesses interaction with all of NH government



2011 Governor's Inaugural Address

“A one-stop shop for businesses”

- ***“to create an online Business One Stop Center, which will provide a central place for businesses to interact with state government” – Governor John H. Lynch January 6th, 2011***

Objectives

- Create one place to go to make it easier for businesses to interact with all of government
- Streamline business transactions
- Provide extended hours for business with 24/7 access

Today, too many sources for information

Small Business
Development Center



NEW HAMPSHIRE

Start & Grow your
New Hampshire Business

and Peter Van Berkum, Owner
Van Berkum Nurse



NEW HAMPSHIRE
DEPARTMENT OF
REVENUE ADMINISTRATION

INDIVIDUALS

BUSINESS

LOCAL GOVERNMENT

Taxpayer Assistance



To use this system, you must first register and get a [User Name and Password](#). Once you are registered, you will need to Log In to access all online services, such as filing a claim for benefits. To register, choose the [Create New Account](#) from Menu Options or press the button below.



NEW HAMPSHIRE

Welcome to the New Hampshire
Department of State

**The state lacks a centralized
source**

Too much government

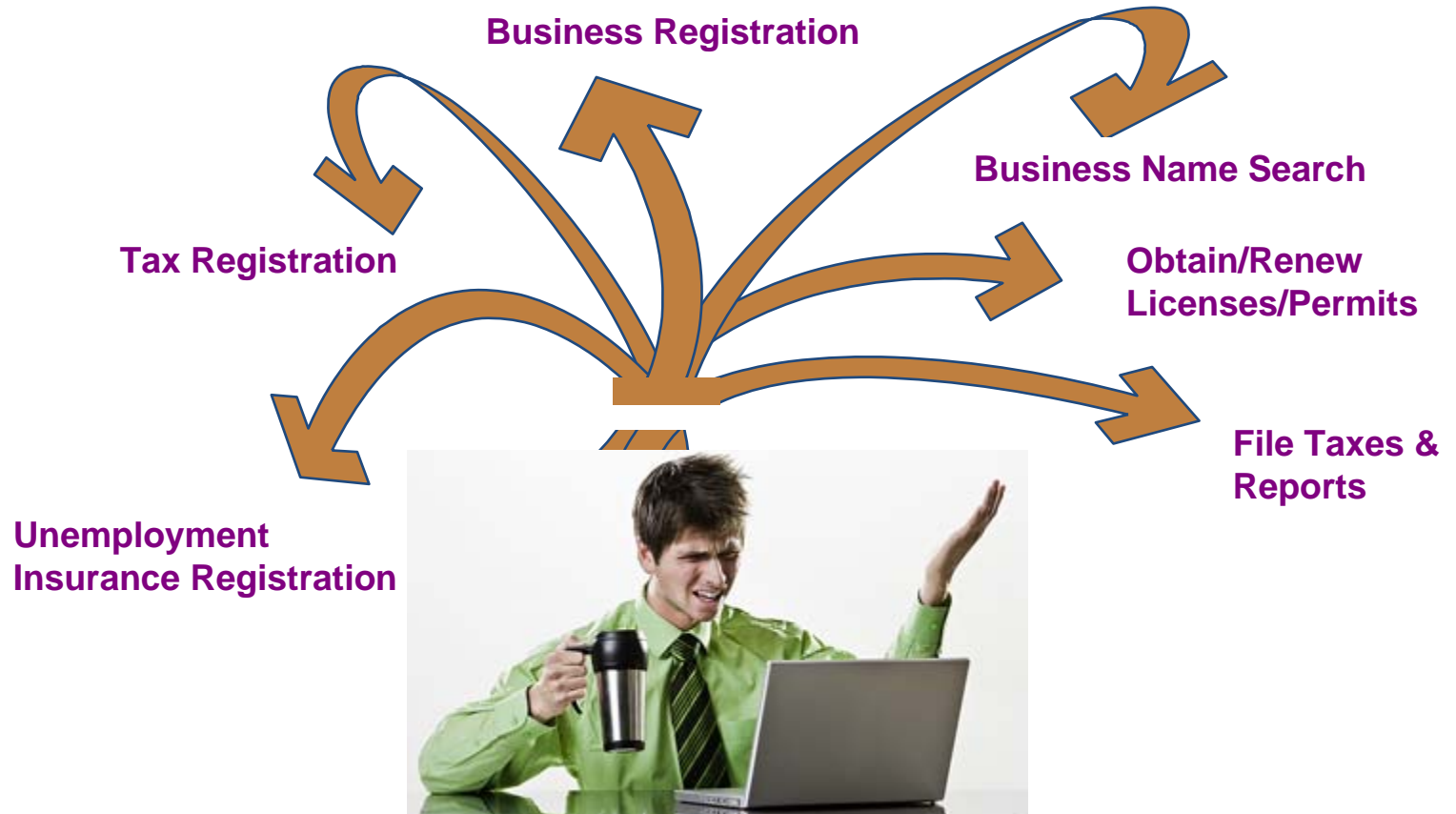


NH BUSINESS RESOURCE CENTER
an office of the NH Division of Economic Development



...or how to navigate through all the requirements

No clear path exists



Inter - Agency Support is Needed

Keys to Success

- Executive sponsorship from Governor's Office
- Agency Participation and Buy In is Key
- Clear Project Plan with Measure Deliverables
- Dedicated Project Management
- Schedule , Milestones & Cost for Phased Approach
- Accountability / Immediate Issue Resolution
- Communication
- Established Funding Mechanism in Governor's Budget



Business One Stop Center - Portal Specifics

Key Deliverables – Initial Phase

- 24/7 online guidance
- Single interface to all agency websites
- Decision tree for businesses starting, running, expanding or moving in NH
- Online access to all forms
- Single sign on (SSO) Business profile data (IDs, addresses, etc.) Single statewide ID
- Consolidated professional/occupational licensing

Legal Environment

- Common interpretation of digital signature requirements
- Common interpretation of mailing requirements (i.e. acceptable email uses)
- Electronic licenses, permits, and registrations allowed by statutes and/or policy
- Business profile data on portal protected by Right to Know and other privacy laws

Future Phases

- Intelligence Integration central location of common business data for agency use
- Paperless applications (all forms submitted and processed online)
- Consolidated online payment capability (Shopping cart functionality)
- Data sharing across agencies
- Consolidated permitting systems
- Online document management

Benefits

- Improved User Experience
- Financial Savings
- Increased Efficiency

Businesses

- Life cycle guidance
- Single user account
- Less processing time
- Printing / postage savings
- No redundant information requests
- Electronic notifications
- Centralized payment system



Government....

- Paperless!
- Improved data validation
- Print / postage savings
- Agency – agency reconciliation
- Reduced storage / retrieval costs
- Reduced mail sorting / form scanning
- Increased accessibility to business profile
- No data re-keying into multiple systems




Major
Benefit

More time for business owners to focus on their businesses

Home Page

an official NEW HAMPSHIRE government website



**BUSINESS
ONE-STOP**

Login | Register

Considering a Business | Starting a Business | Running a Business | Expanding a Business | Moving a Business

News and Events

News Headline Goes Here

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News Headline Goes Here

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How Do I...

- ▶ Register a trade name?
- ▶ Find available commercial space?
- ▶ Find available industrial space?
- ▶ Get population data?
- ▶ Find traffic data?
- ▶ Contact local government?
- ▶ Get a state agency listing?
- ▶ Find Business-related publications
- ▶ Find available commercial space?
- ▶ File a complaint?

Business Tools

BUSINESS NAME SEARCH



A few words describing the business tool that you will find here.

[more...](#)

BUSINESS REGISTRATION



A few words describing the business tool that you will find here.

[more...](#)

TAX REGISTRATION



A few words describing the business tool that you will find here.

[more...](#)

LICENSES AND PERMITS



A few words describing the business tool that you will find here.

[more...](#)

FILE TAXES AND REPORTS



A few words describing the business tool that you will find here.

[more...](#)



NAVIGATE

- Home
- About Us
- Library
- FAQs
- Contact Us

BUSINESS TOOLS

- Business Name Search
- Business Registration
- Tax Registration
- Licenses and Permits
- File Taxes and Reports

MORE...

- NH.gov
- Department of Resources & Economic Development
- Department of Transportation
- Department of Safety
- Department of Revenue



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Business One-Stop Center – Decision Tree

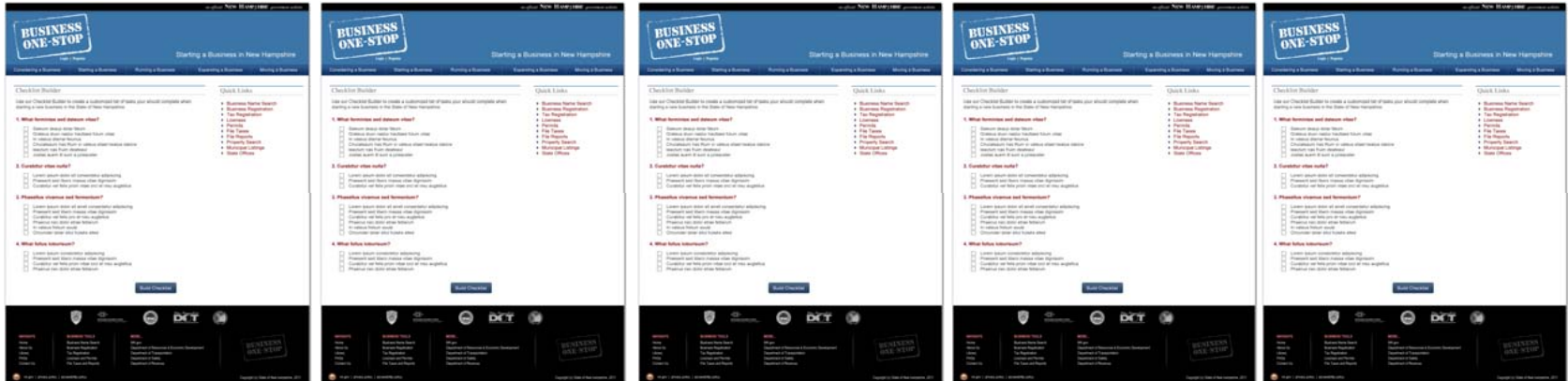
Considering a Business

Starting a Business

Running a Business

Expanding a Business

Moving Business to NH



Business One-Stop Center – Single Sign On

A Single Sign On (SSO) permits a user to enter one name and password in order to access multiple applications...

BUSINESS ONE-STOP
New Hampshire government website
Business One-Stop Sign On

Consider a Business Starting a Business Running a Business Expanding a Business Moving a Business

Business One-Stop login

User Name:
Password:
☐ Remember me (It's safe!)
[Forgot your password?](#) [Log In](#)

Create a New Account

Are you new to Business One-Stop? To create an account please enter your details below. Make sure you add your email address and choose password before selecting **CREATE ACCOUNT**.

Your password must be at least 8 characters long, include capitalisation, a number and a punctuation symbol.

If you experience any problems at all creating an account please email us on webmaster@nh.gov or call us on +44 (0)1272 302050

Your details

Title: Company/Organisation:
First Name: Country:
Surname: Please select:
Address:
Job Position/Title:
Telephone: City:
Fax: Postal Code / Zip:
Website:

Security details

Please add the your log on details for signing into the site. We need your email address to send you an email confirming your order.

Email:
Password:
Confirm Password:
[Create Account](#)

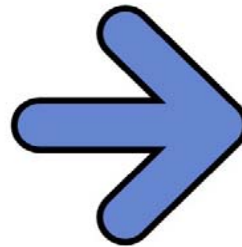
NAVIGATE
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BUSINESS TOOLS
Business Name Search
Business Registration
Tax Registration
Licenses and Permits
File Taxes and Reports

MORE...
NH.gov
Department of Resources & Economic Development
Department of Transportation
Department of Safety
Department of Revenue

BUSINESS ONE-STOP

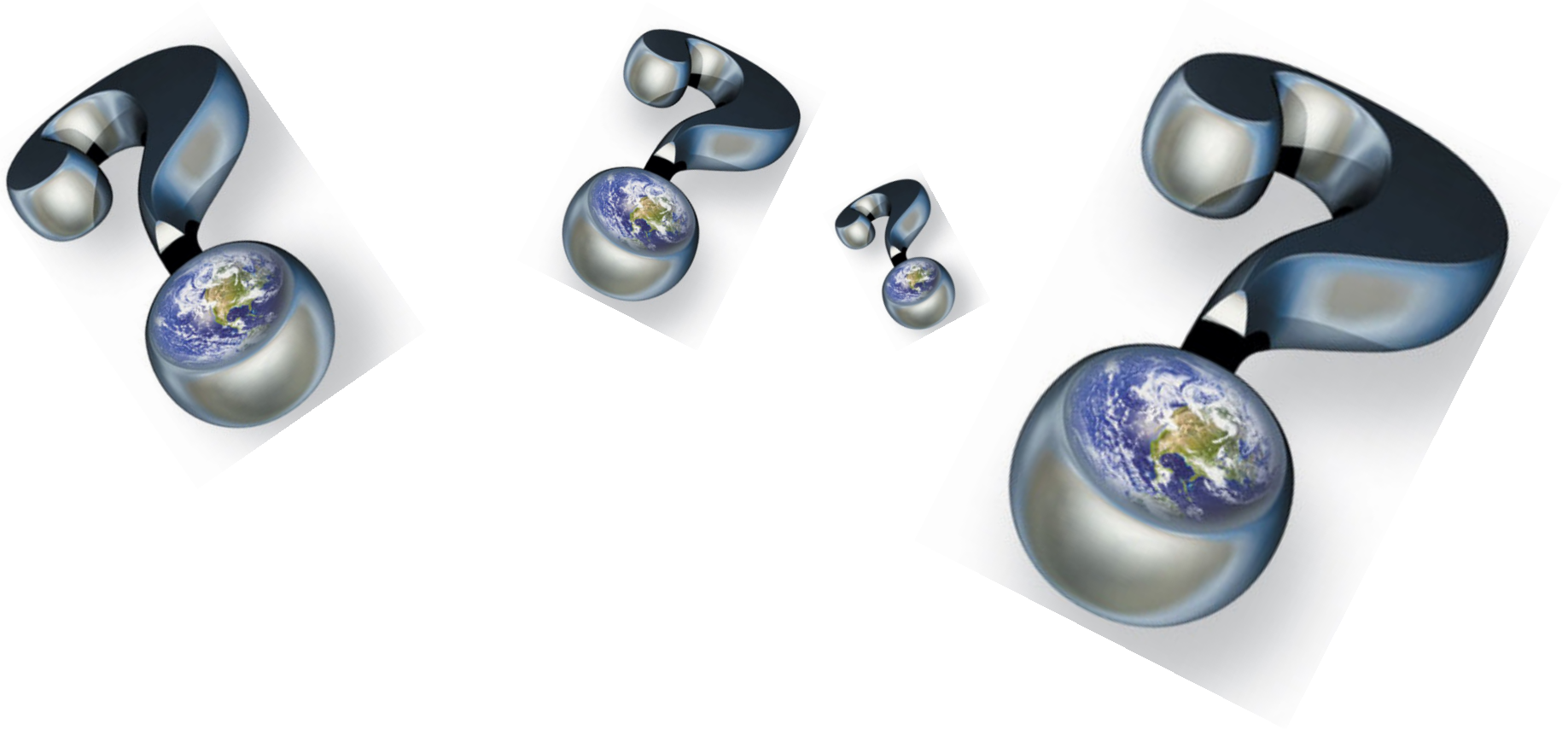
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Project Schedule & Milestones

- Budget approved and new position created
- Initial Phase
 - Application Development
 - Business Requirements completed
 - Functional Design in progress
 - Pilot Agencies – Secretary of State, NH Employment Security, Department of Labor
 - Development of business workflow
 - Completion of questionnaire for decision tree
 - Identifying all forms and online availability
 - Professional & Occupational Licensing Boards
 - Migration of data to statewide enterprise solution from System Automation
- Project Go Live – September 2012

Questions & Answers



Dept. of Safety VPN

Project Name: Virtual Private Network Conversion – Dept. of Safety

Reporting Period: July 15, 2011 – August 15, 2011




Project Budget: \$202,685.00

Schedule - Y

Milestones - Y

Issues/Actions - Y

Accomplishments - Y

Overall Project Status		Milestones	% Complete	Due Date
 <input type="checkbox"/> RED  <input checked="" type="checkbox"/> YELLOW  <input type="checkbox"/> GREEN		Request Initiation	100%	
		Functional Design	100%	
		System Design	100%	
		Construction & Unit Testing	80%	TBD
		Integration/System Testing	50%	TBD
		User Acceptance Testing	0%	TBD
		Deployment	0%	TBD
		Project Wrap-Up	0%	TBD
Project Lead & Team Members/Stakeholders		Scheduled Next Steps (Month)		
Project Manager/Lead – Rick Sheldon, Frank Catanese		• Work with Presidio (Vendor) to correct W2000 issue		
Business Sponsor – Kevin O'Brien		• Work with Presidio to create LAN-LAN tunnels.		
Point of Contact – Rick Sheldon, Frank Catanese		•		
Development Team – Ben Posner, Don Amendum		•		
Accomplishments – This Reporting Period		Actions to Resolve w/Resolution Date		
• Implemented core hardware and software upgrades		• Vendor is working on a solution		
• Developed 5 security scenarios				
• Created portal for MA Browser town access				
• Developed Network diagrams for Local Area Network (LAN)-LAN development effort				
Issues/Challenges/Risks				
• Portal - The new system is unable to work on W2000 at this time. MAAP Application is running on W2000 on 80% of our machines				
• Lan-Lan – Need greater detail on network architecture for the vendor/PD towns to be able to make this work.		• NetOPs is working with the Towns and Police Departments (PD) to get the needed information.		
• Rollout Strategy		• Developing separate Browser/L2L/PD strategies.		

Dept. of Revenue iTIMS

Project Name: iTIMS - Department of Revenue Administration

Reporting Period: July 15, 2011 – August 15, 2011

Project Budget: \$7,000,000.00

Schedule - Y

Milestones - Y

Issues/Actions - <Y

Accomplishments - Y



Overall Project Status



RED



GREEN

Project Lead & Team Members/Stakeholders

Project Manager/Lead - Rebecca Bolton / Brian Pace

Business Sponsor - Commissioner Kevin Clougherty

Assistant Commissioner Margaret Fulton

Point of Contact - Rebecca Bolton – DoIT, Brian Pace DRA

Karen Sampson, ASD, All DoIT Divisions

Vendors:

Information Builders Inc

Adobe

UNH – T2

North Shore Data

Milestones

% Complete

Due Date

AS-400

100%

8/2010

MS Office & Exchange
Server Upgrade

100%

8/2011

GIS & Equalization-Phase I

50%

9/2011

GIS Phase II

5%

10/2012

BI Install & Assessment

100%

10/2010

Single View Taxpayer &
Dashboard

100%

6/2011

FTI Data Migration &
Integration

60%

3/2012

Adobe Life Cycle ES

44%

12/2012

Desktop Rollout

80%

9/2011

DP Mail Extraction

100%

3/2011

Disaster Recovery

10%

3/2012

DRA Generator Project

70%

10/2011

DM / ER Solution

20%

3/2012

Tax Year 2011

20%

3/2012

Credit Card Processing

5%

3/2012

VoIP & IVR

100%

8/2011

Accomplishments – This Reporting Period

- Vendor Selected for the DM / ER Solution
- VOIP Installed
- Desktop deployment UAT, IS, PA
-

Scheduled Next Steps (Month)

- Finalized contract for DM / ER solution
- Complete desktop deployment
- Finalized Adobe architecture
- Tax Year 2011 ERD completed

Dept. of Revenue iTIMS, continued



Issues/Challenges/Risks		Actions to Resolve w/Resolution Date
• Staff resources		• Contracted Services – COBOL 9/1/11
• Aggressive schedule		• Keep senior management engaged with issues and priorities
• Adobe Support		• DRA Leverage continue business with Adobe 8/22/11
• DM/ ER Contract		• Engage DoIT staff in contract IT content to ensure all technical issues are covered.



Governor & Council Digitization



- Pilot Project
- Distribute G&C agenda items to Councilors electronically
- Use iAnnotate to download and markup PDF documents
- Move to paperless G&C meeting
- Eliminate State Trooper delivery of agenda items to Councilors' homes

Project does not address issues to streamline or digitize the contracting process

NH IT Strategic Plan Update

- **Bottoms up approach; Based on Agency's IT Plan**
- **Discovery sessions with Agency and DoIT Leadership**
- **Focused on Strategic Agency Business Issues**
- **Balanced Scorecard**
 - **SMART objectives. Specific, Measurable, Achievable, Realistic and Time**
 - **Finance/Customer/Process/Learning**
- **Review**
 - **Major projects**
 - **People**
 - **Processes**
 - **Technology**
- **Statewide Plan Fall/Winter**